

FIG. 1

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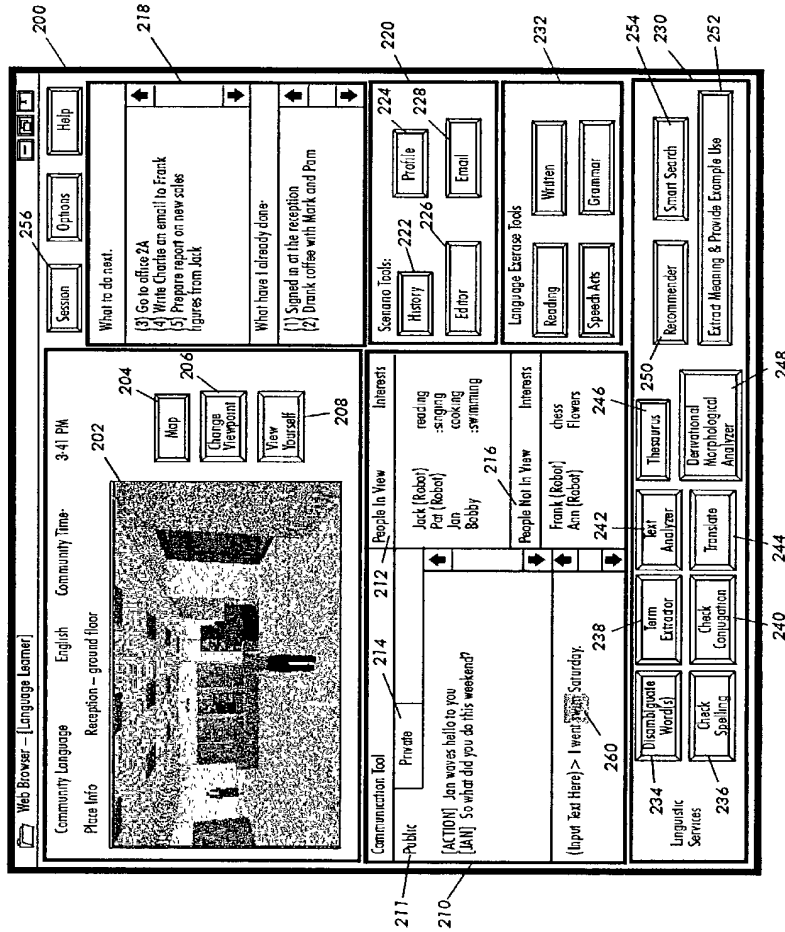


FIG. 2

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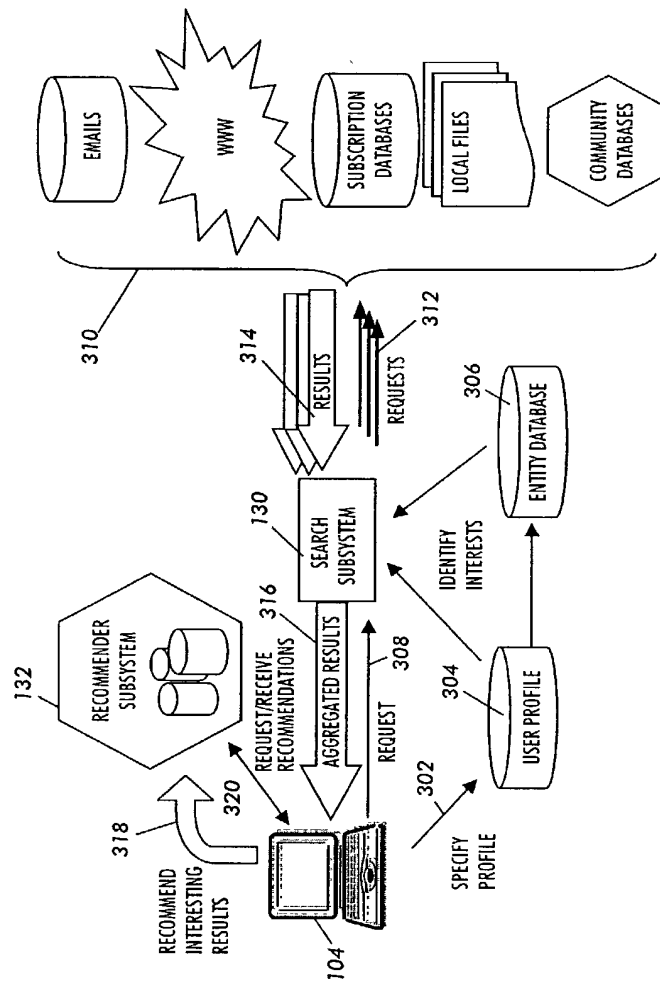


FIG. 3

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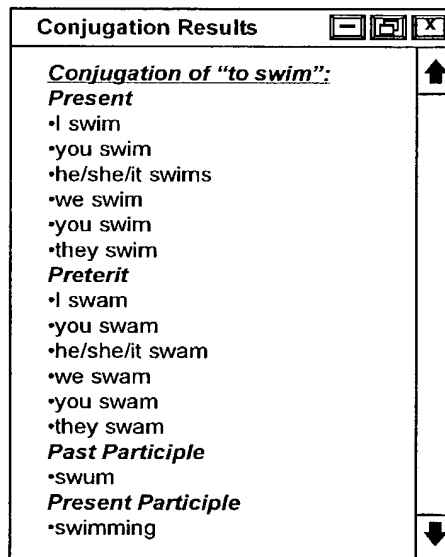


FIG. 4

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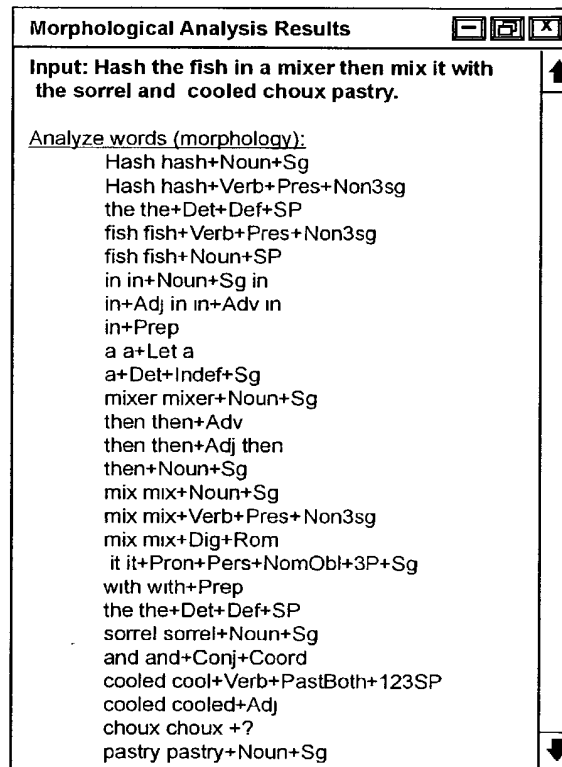


FIG. 5

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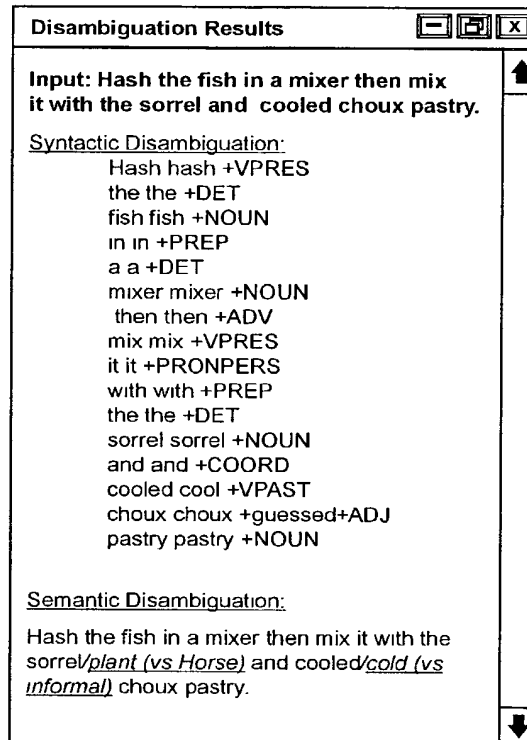
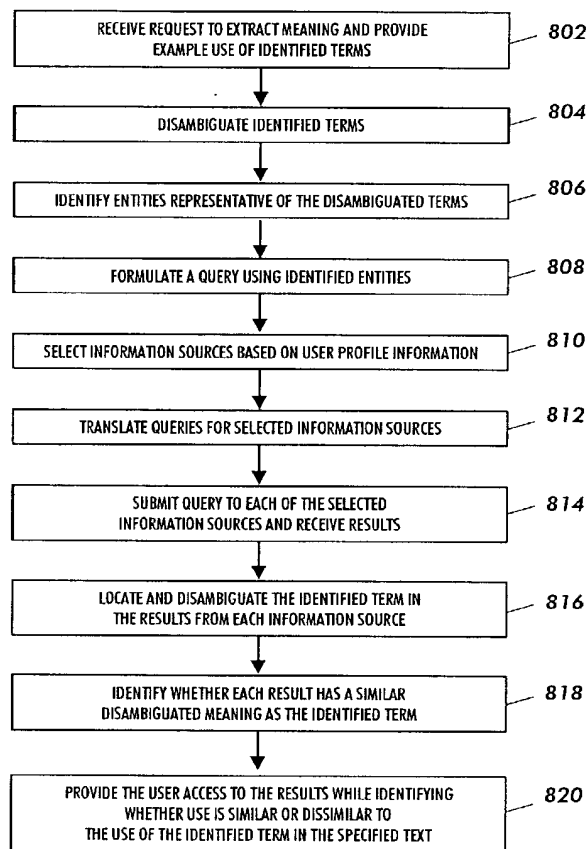


FIG. 6



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**FIG. 8**





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Competencies Required
Introduce oneself and welcome the customer
Understand, write and send letters, fax and email
Write, speak, and read fluently and precisely
Use hotel related software
Find information in general (in Spanish) and to present it in English : tourist activities (find the shortest way to go to a place, price lists, find and explain available entertainment), schedules, flowers services, weather reports, esthetic services (hairstylist, beauty center, massage etc.)
Be creative and proactive in proposing activities
Explain and apply hotels rules and hotel services (cleaning, wake up, laundry, shoes cleaning, safety box, swimming pool, gym, etc.)
Use numbers comfortably (spelling, understanding, make calculation)
Extract information from different documents (e.g., emails, business cards, credit cards): locate appropriate documents, fax reservations
Listen and understand and answer customers complains and requests
Linguistic skills in language level
Understand and deliver messages (oral or written)
Understand a request (oral or written)
Work in team with courtesy and efficiency

FIG. 10